

PAST PERFORMANCE QUESTIONNAIRE
SEARCH FILE RECLASSIFICATION SERVICES

Vendor Being Evaluated _____

The United States Patent and Trademark Office (USPTO) has as one of its responsibilities the maintenance of the US Patent Classification system (USPC) and also participates in the maintenance of the International Patent Classification system (IPC). The primary purpose of these classification systems is to help examiners conduct efficient prior art searches of patent information. The USPC and IPC are updated by performing reclassification projects, which reorganize technological areas of patented and pre-grant published application (PGPub) subject matter into an optimal structure for classifying, searching, and retrieving patent information. We are in the process of contracting with a vendor to provide search file reclassification services. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Ms. Eileen M. McGlinn, no later than Thursday, March 9, 2006.

By mail to: Ms. Eileen M. McGlinn
U.S. Patent and Trademark Office
Office of Procurement – Mail Stop 6
P.O. Box 1450
Alexandria, VA 22313-1450

Or by facsimile at (571) 273-0284.

If you have any questions or concerns about this evaluation, feel free to contact Ms. Eileen M. McGlinn at (571) 272-6564. Your response is greatly appreciated.

Evaluator's Firm Name and Address	_____

Project	_____
Evaluator	_____
Signature	_____
Telephone	_____
E-Mail	_____
Date	_____
Fax	_____

Contract Details

Period of Time Covered	_____	to	_____
% of Contract Complete	_____		
Contract Type (circle one)	Fixed Price	Lump Sum	Other
Approximate Contract Value	_____		
Brief summary of services provided:	_____		

SEARCH FILE RECLASSIFICATION VENDOR QUESTIONNAIRE

Technical

- Did the vendor have knowledge of the rules of classification for your requirement?
☐ Yes ☐ Usually ☐ Sometimes ☐ No
- What type of classification did this vendor do?

- Was the classification of technical documents?
☐ Yes ☐ Usually ☐ Sometimes ☐ No
- Did the vendor classify the documents to your satisfaction?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Number contractor employees used per classification project.
☐ 1-2 ☐ 3-5 ☐ 6-10 ☐ 11-15 ☐ 16+

Comments: _____

Quality

- Did the vendor have an organized approach to the requirement?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor provide adequate, knowledgeable, and skilled staff?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Were concerns addressed promptly by the staff and resolved?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: _____

Customer Service

- Did the vendor commit adequate resources in a timely fashion to the contract to meet the requirement and to successfully solve variations to the requirement?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor offer suggestions on improving the requirement?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- How satisfied were you with the work of the vendor?
☐ Very Satisfied ☐ Somewhat Satisfied ☐ Not Satisfied

Comments: _____

Timeliness of Performance

- Did the vendor adhere to required timelines as specified in the contract?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor's management provide information in a timely manner?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: _____

Business Relations

- Was the vendor's management accessible when you needed to contact them?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Was the vendor proactive regarding concerns about issues that may impact contract performance?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor communicate well with you and your firm's technical advisors?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Would you hire this vendor again?
☐ Yes ☐ Possibly ☐ No

Comments: _____

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE